

PROVIDER QUICK POINTS

Provider information



April 3, 2013

Healthcare Effectiveness Data Information Set (HEDIS) medical record reviews are in process

Due to a tightened schedule imposed by the National Committee for Quality Assurance (NCQA), the time frame for medical record audits has been shortened significantly this year. Your medical record department may have already been contacted to schedule an on-site visit by our medical record review vendor, Inovalon. If not, you should expect a call within the next two weeks. For clinics with six or fewer members requiring review, a request for medical records will be sent by fax or FedEx for off-site review. Please respond promptly to requests for medical records.

We appreciate the cooperation we have seen by our provider clinics in scheduling and assisting our auditors. HEDIS results are becoming increasingly important to providers, as well as to members. We strive to show that the quality of care provided to your patients and our members is the best it can be.

Thank you for your continued understanding and cooperation with this process.

Questions?

If you have questions, please contact Sheila Dalen at **(651) 662-1170**.